

Gaetek, LLC

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Andrew Harper
CIO, Gaetek, LLC



Full Service Technology Consulting Firm Uses the Axcient and Level Platforms Integration to Deliver Cost-Effective, Efficient, Enterprise-Class Backup and Business Continuity

Company Background

Gaetek, LLC was founded in 2004 and is headquartered in Virginia with offices in Illinois and Canada. Gaetek is a full service technology consulting firm that provides managed IT services and solutions to a wide range of small to medium-sized business clients in various industries including financial services, retail, manufacturing, architecture, and local government.

With the vision of developing and maintaining solutions that help their clients operate more efficiently and cost-effectively, Gaetek works closely with their customers to provide first-rate and affordable systems, and deliver enterprise-class tools which keep them running smoothly.

In keeping with this mission, Gaetek chose the Level Platforms Managed Workplace for their monitoring, alerting, and reporting needs and the Axcient data protection platform for their data backup, business continuity, and disaster recovery needs.

The Backup Challenge

“We were using high-end tape backup, but were concerned with reliability of tape restores. Furthermore, there wasn’t integrated offsiteing or a built in business continuity functionality. Because we work with clients who demand rock-solid reliability and uptime, we knew we had to look for a new solution,” said Andy Harper, CIO of Gaetek. Specifically, Gaetek was looking for a unified device that allowed a copy of the backup to be stored locally for rapid restores combined with the ability to virtualize a failed server if the need arose. They were also looking for an optimized way to automatically replicate data to a secure offsite location for disaster recovery and compliance.

The Backup Solution

Enter Axcient. Once introduced, Gaetek ordered an Axcient demo unit and rigorously tested the product for weeks. “I liked what I saw,” said Andy. “It just worked. And it provides peace of mind for both Gaetek and our clients. It’s easy to deploy and manage, reducing our support costs, and provides our clients the ultimate uptime. That is how we see the Axcient solution.”

It’s one thing to test a solution and another to use it in real-world scenarios. Gaetek has been able to rely on the Axcient solution in real data loss situations and has been able to seamlessly keep their customers up and running when it mattered. “Recently, we had a client who lost 107 GBs of data when their developer ran a script against the production database,” said Andy. “Once we ascertained what went wrong, we called on the Axcient backup and restored their lost data that same night. We didn’t lose a thing.” Another client’s data was corrupted by their array controller “We used the Axcient solution to virtualize the failed server which allowed the client to be up and operational and continue business as usual.”

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Axcient offers a unique and unified hybrid onsite and cloud-based data backup, disaster recovery, and business continuity solution built from the ground up for Managed Service Providers and their Small to Medium Sized Business customers. The pay-as-you-grow service features no hardware costs or hidden fees and is completely agentless, so there is no software to install. "I like the no per gigabyte fee structure, flat monthly fee and lack of upfront costs," said Andy. "It's simplified billing and you don't have to constantly change the price on the customer."

The Monitoring Challenge

In 2005, Gaeltek investigated solutions that would compile data from all of their customers' environments in one easy-to-use interface; they wanted a unified platform for monitoring and managing their customer environments.

The Monitoring Solution

After extensive research, Gaeltek chose Level Platforms Managed Workplace, a remote monitoring and management software platform for MSPs and their small to mid-size business clients.

With the deployment of LPI, Gaeltek was able to increase responsiveness and efficiency in resolving customer cases. "The fact that I can quickly see all the information in LPI is crucial," said Andy Harper. "Aggregating the data in one place not only saves time, but also allows us to be more familiar with what's going on in a client's system because we are able to check it more frequently."

In order to continue to provide their client's with the most effective IT services, it is a priority for Gaeltek to find top solutions that integrate with Level Platforms.

The Level/Axcient Integration

In 2010, Axcient and Level Platforms began working together to integrate the two award-winning platforms. The Axcient data protection platform can now be globally monitored and managed through the centralized, web-based Managed Workplace dashboard using the Axcient policy module. And it doesn't end there. Level and Axcient are continuously working on enhancements to create a deeper level of integration between the two platforms.

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